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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Guard II** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. WRITTEN INSTRUCTIONS****(10 Questions)**

Employees in this job must be able to read and follow instructions in order to successfully complete their assigned tasks. Work instructions are sometimes given in written form rather than in verbal form. This section tests your ability to read, interpret and follow written procedures and correctly answer questions related to each set of instructions. The instructions given are representative of those encountered on the job.

**II. GENERAL SAFETY****(10 Questions)**

The knowledge of general safety practices is necessary to insure the safety of assigned buildings and grounds. A major responsibility of this job involves identifying and reporting unsafe conditions and taking action, as necessary to resolve these conditions. Test question topics include:

- Proper procedure in an emergency situation involving an injured person ;
- Proper procedure in situations involving water leaking from a sprinkler, a clogged wash basin, and smoke coming from a room.

**III. PUBLIC RELATIONS****(10 Questions)**

Skill in public relations is essential to the successful performance of this job, as employees must be able to interact effectively in a positive manner with facility staff and visitors. Employees are often involved in providing assistance to facility visitors, assisting employees or visitors with disabilities and assisting facility staff in searches or in emergency situations. The questions in this section of the exam test your command of basic public interpersonal relation concepts. Test question topics include:

- Effectively respond to questions posed by the public;
- Promote a positive relationship with a supervisor and coworkers;
- Promote a favorable impression of the agency and state employees among the general public;
- Resolve situations that include individuals who are upset or hostile.

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#### **IV. SPELLING**

**(10 Questions)**

Employees in this job must be able to correctly spell words and terms commonly encountered on the job. It is critical that daily activity reports and records completed by employees are accurate and free of spelling errors. The questions presented in this section test your ability to correctly spell words and terms which you may confront when recording daily work activities.

#### **V. FORM COMPLETION**

**(10 Questions)**

An employee in this job must complete forms in order to record daily and emergency information, to verify the facts of significant incidents and to make an official record of those who witnessed incidents at the facility. The information provided in these reports must be clear, complete and accurate. The questions on this exam test your ability to accurately complete report forms.

#### **VI. SECURITY PRACTICES**

**(10 Questions)**

An employee in this job must be able to take appropriate action to enforce parking regulations at a facility, secure an area where an incident has occurred and control access to restricted areas of the facility. This section presents questions to test your knowledge of basic security concepts and practices. Test question topics include:

- Resolving situations that include guarding buildings and property during and after normal work hours.
- Resolving situations that involve potential damage to state property;
- Dealing with situations involving suspicious people and suspicious articles found either on the suspicious person or in their vehicle.